

**Information Management (IM) Board
Meeting Summary
March 28, 2002**

Agenda

10:00 - 10:05 Introduction

- Review agenda (Griffin)
- Review action items (Griffin)

10:05 - 10:20 IM Services Reports (Griffin)

10:20 - 11:20 IM Project Reports (Griffin)

- Status (Griffin/Hughes/Centeno)
- OA Report on IMSC (Talamini)
- Champions' Report on IMSC (Alleva/Stodolsky)

11:20 - 11:30 IM Board Reports

- Customer Information Advisory Group (CIAG) Monthly Report (Dilworth)
- Security Report (Thornock)

11:30 - 12:00 IMSC External Review (Valdez)

Meeting Attendees

Name		Role	Organization	Contact #	Attendance
Valdez	Bill	Chair	SC-5	6-9942	Local
Griffin	Ted	Exec. Sec.	SC-65	3-4556	Local
Riches	Mike	Member	SC-70	3-3264	Local
Alleva	John	Member	SC-64	3-3512	Local
Baker	Brent	Attendee	SC-65	3-2345	Local
Battison	Charlene	Ex Officio Member Backup	Oak Ridge	865-576-0633	Phone
Burris	Peggy	Member	SC-4	6-7265	Phone
Buswell	Steve	Member	SC-7	6-9741	Phone
Centeno	Kathi	Attendee	SC-65	3-5472	Local
Clay	Mitzi	Attendee	SC-62	3-3717	Local
Dilworth	Greg	Member	SC-17	3-2873	Local
Eckstrand	Steve	Member	SC-55	3-5446	Local
Farrand	Sue	Attendee	SC-65	3-1884	Local
Flynn	Kelly	Attendee	SC-65	3-3193	Local
Forsythe	Todd	Attendee	SC-65	3-6409	Local
Hughes	Gene	Attendee	SC-65	3-5409	Local
Kilroy	Susan	Attendee	SC-30	3-9958	Local
Moody	Don	Ex Officio Member Backup	509-372-4262	Richland	Phone
Nay	Bill	Security Advisor	SC-80	3-6576	Phone
Oyler	Dean	Member Backup	SC-22	3-6394	Local
Rice	Pat	Attendee	SC-65	3-4556	Local
Sauter	John	Attendee	SC-55	3-3287	Local
Scott	Mary-Anne	Member	SC-31	3-6368	Local

Name		Role	Organization	Contact #	Attendance
Stodolsky	Marvin	Attendee	SC-72	3-4475	Local
Talamini	Karen	Member	SC-14	3-4563	Local
Vann	Larry	Ex Officio Member	CH	630-252-2875	Phone
Yockman	Dick	Attendee	SC-65	3-3394	Local

Meeting Summary

Review Agenda and Action Items

Mr. Griffin reviewed the status of the action items from the February meeting.

Action	Responsibility	Status
Provide Mr. Yockman's briefing on IMSC External Review Courses of Action to phone-in participants.	T. Griffin	Complete
Provide to Milt Johnson (1) baseline infrastructure information (Operating Plan) and (2) a list of what products and services will be eliminated on April 1 if the FY 2002 IT budget is \$6,700,000.	T. Griffin	Complete

The next IM Board meeting is planned for Thursday, April 25, 2002, in room G-207.

Fiscal Year (FY) IM Services Reports

Status information was included in the presentation package provided to attendees. It was decided that (1) Board members should review the information before the meeting and address questions and concerns to Mr. Griffin and (2) Mr. Griffin will only provide highlights of the service reports at each meeting. Highlights reviewed by Mr. Griffin included the 100 percent operational e-mail (no unscheduled downtime) for the thirteenth consecutive month. As a result of the training plan implemented with call specialists in Helpdesk support to address the decline in the January numbers, February performance increased from the prior month and continues to be ahead of the prior year numbers. The percent of calls resolved by the first phone analyst before the end of the call increased to 90 percent, which is the highest percentage ever reported. Helpdesk Medium calls resolved within four hours increased to 83 percent, also a significant increase from the prior month. Customer satisfaction rose to 83 percent, by far the highest number received.

In addition, SC participated in a Helpdesk survey conducted by Response Design Corporation. Of the 12 Helpdesks that participated, the SC Helpdesk has the highest numbers in the metrics of interest to SC. For example, the average time to answer calls for SC was 11 seconds; the other 11 participants average was 35 seconds.

FY 2002 IM Project Reports

Status information was included in the presentation package provided to attendees. Discussion items included the following.

- ?? Organizational Administrators (OAs) agreed to a July rollout of EWM 1.1 with an August rollout of Abstract Tracking. Rollouts are contingent upon budget and IM Board agreement on the new schedule.
- ?? CIAG members were presented options for the rollout of EIM/XP, which included (1) deploying EIM with Office 2000, (2) initiating a new project to test and rollout Office XP prior to completing implementation of EIM, or (3) putting EIM on hold until XP is implemented in the future. The majority of CIAG members voted for option 2; IM Board members agreed with this recommendation on a provisional basis as nothing can go forward until the budget is known.
- ?? OAs agreed on a March 29 rollout of Worksheet Exchange. Mr. Valdez stated according to IM Board policy, no new products can be rolled out without written AD/OD signature. He will work with Ted Griffin today to facilitate this so the rollout can proceed as scheduled.

IM Board Reports

CIAG meeting topics in the past month included EIM/XP as discussed above. In addition, CIAG members were also asked to provide a list of users who require WordPerfect (WP) so an upgrade can be purchased; members reported 62 user names, well beyond what was expected. Dr. Orbach's decision that all SC-1 needs WP, Under Secretary Card's preference for WP, and the requirements of the Chief Financial Officer (CFO) greatly impacted the number of users. Peggy Burris and Ted Griffin will follow up on this issue to ensure that budget and platform implications are understood. CIAG members also participated in business model update preliminary interviews.

Bill Nay reported that a Federal IS security person, Susan Lister, will be in place on April 8. The Chief Information Officer reported to Congress that the Department is going to accredit all systems, including unclassified. This process is resource-intensive and must be clarified.

Policy on wireless networks must be developed and should be approved by the IM Board. It is possible to capture emanations from wireless networks so all data must be unclassified. Vulnerability assessments should be done for each organization and site. Chicago has issued policy that may be premature; Bill Nay will contact Larry Vann to discuss.

IMSC External Review

The AD/ODs assigned to develop the next steps in regards to the IMSC external review are meeting with Drs Orbach, Decker, and Johnson. Mr. Valdez would like to give the IM Board the opportunity to express concerns they would like him to bring forward. Discussion items included the following.

- ?? The SC business model is currently being reviewed, validated, and updated as necessary as part of the IM strategic planning process. This activity should proceed as planned,

although business process reengineering may have an impact. Ed Cumesty is being detailed from Oak Ridge to lead the reengineering effort.

- ?? Hardware upgrades are necessary (e.g., current computers cannot read DVDs) and should be planned.
- ?? Electronic submissions of grants must be in place by June 1. SC is the only organization in the Department that does not receive proposals electronically. IIPS is the system used to receive proposals; approximately 70 percent of Universities are registered IIPs users and many of the Laboratories as well. A Federal Register notice will be published that gives 60 days notice of the change. A copy of the Federal Register notice will be provided to all grantees. John Alleva will prepare a briefing on electronic proposals to present to the IM Board.
- ?? SC-65 is continuing to proceed with the assumption of an \$8 million dollar budget.
- ?? Senior leaders must become more involved in IMSC and supportive of the reference groups, CIAG, and IM Board.
- ?? Other items or issues to bring forward include the six key findings and five courses of action developed by Dick Yockman, the status of the SC Chief Information Officer position, and potential impacts of the outsourcing study that is planned.

A conference call will be scheduled to brief IM Board on the results of this meeting.

Action Items

- ?? John Alleva will prepare and present a briefing on electronic proposals.
- ?? Ted Griffin and Bill Valdez will work to coordinate AD/OD signatures for the rollout of Worksheet Exchange.
- ?? Ted Griffin will schedule a conference call for the IM Board to be briefed on the results of the meeting held to discuss the IMSC external review.
- ?? Peggy Burris and Ted Griffin will follow up with Dr. Johnson on the WordPerfect issue to ensure that budget and platform implications are understood.